MB-901 ^{Q&As}

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Microsoft Dynamics 365 Fundamentals

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QUESTION 1

You work for a large multinational corporation.

You must implement a solution that can manage manufacturing processes and customer sales order functions for your company.

What should you implement?

A. Dynamics 365 Business Central and Dynamics 365 Customer Service.

B. Dynamics 365 Supply Chain Management and Dynamics 365 Commerce.

C. Dynamics 365 Supply Chain Management only

D. Dynamics 365 Business Central only

Correct Answer: B

QUESTION 2

A service company has many agents who create cases. Case titles often use different words with the same meaning.

The company wants to use artificial intelligence to quickly and accurately spot trends in service.

You need to recommend a solution for the company.

What should you recommend?

A. Sales Insights

B. Customer Service

C. Customer Service Insights

Correct Answer: C

QUESTION 3

HOTSPOT

A company uses Dynamics 365 Marketing.

The company is releasing a major product update and plans to run events in many regions to demonstrate the new product.

You need to help the company track customer registration for the events in each region and send emails to acknowledge registration and remind people about the events.
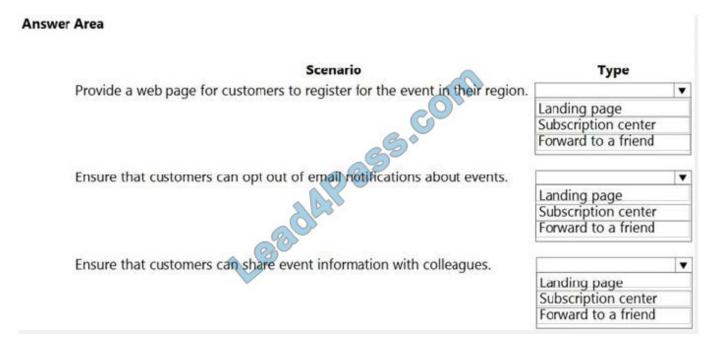
Which type of marketing pages should you recommend? To answer, select the appropriate options in the answer area.
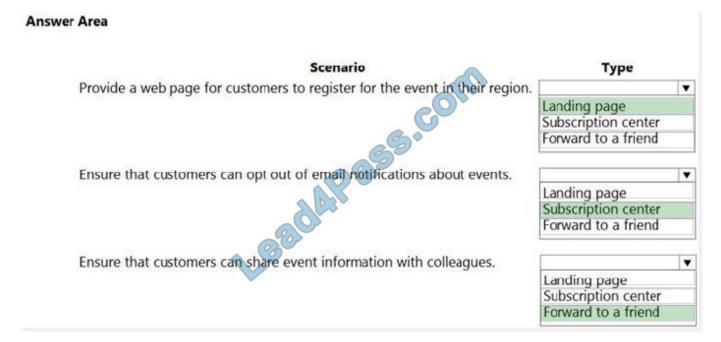
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Type
Provide a web page for customers to register for the event in their region.	▼ Landing page / Subscription center / Forward to a friend
Ensure that customers can opt out of email notifications about events.	▼ Landing page / Subscription center / Forward to a friend
Ensure that customers can share event information with colleagues.	▼ Landing page / Subscription center / Forward to a friend

Correct Answer:

Answer Area

Scenario	Type
Provide a web page for customers to register for the event in their region.	▼ **Landing page** / Subscription center / Forward to a friend
Ensure that customers can opt out of email notifications about events.	▼ Landing page / **Subscription center** / Forward to a friend
Ensure that customers can share event information with colleagues.	▼ Landing page / Subscription center / **Forward to a friend**

QUESTION 4

An interior design company uses Dynamics 365 Layout to show clients what furniture could look like in their space.

Clients send files that represent the layout for their homes or offices. A specific client has a subscription to use Microsoft

Office 365 apps.

You need to obtain a file from the client that can be imported into Dynamics 365 Layout.

Which type of file should you ask for?

A. Microsoft Excel

B. AI Builder

C. Microsoft Visio

D. Microsoft Planner

Correct Answer: C

Reference: https://docs.microsoft.com/en-us/dynamics365/mixed-reality/import-tool/layout

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QUESTION 5

HOTSPOT

Dynamics 365 Sales supports which scenarios?

For each of the following statements, select Yes if the scenario is supported. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	○	○
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	○	○

Correct Answer:

Answer Area

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	⊙	○
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	⊙	○

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/re-open-lead-sales
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/use-sales-hub-on-dynamics-365-mobile

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